



Rohit Kumar <0000000t.koo@gmail.com>

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## Your Amazon.in Inquiry

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Rohit Kumar <0000000t.koo@gmail.com>

Tue, Sep 29, 2015 at 8:40 AM

To: "cs-reply+A1EQEJS0FMDE30@amazon.in" <cs-reply+A1EQEJS0FMDE30@amazon.in>

Dear Billing Department of Amazon,

Further to the ongoing issue regarding the disputed transaction of Rs. 20,000/- which was unauthorized, we approached the card issuing bank and have finally received the resolution.

The complaint was lodged with State Bank of India with reference / ticket id - PG429220518976.

The resolution SMS received from the bank is as follow:

**Your complaint PG429220518976 has been attended to and closed after resolution as:  
"Merchant confirmed transaction as successful".**

Okay, so here we have a situation. Firstly Amazon's Billing Team takes 16 days for investigation, and responds to me that the charges were never received by them. They ask us to file dispute with the bank as "refund never processed". And now, the same Amazon replies to the complaint via Bank, and confirms the same transaction as successful.

Please find the snapshot of the SMS received from the bank, for your reference. Also, I will wait only 24 hours for a final response from you people on this issue.

This was not expected from the superstar team of Amazon.

No Regards,

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Rohit Kumar,  
+91-9960000004

On Wed, Aug 26, 2015 at 10:25 PM, Amazon.in <cs-reply@amazon.in> wrote:

[Quoted text hidden]



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